

My Cases View

Case #	Account	Last Name	First Name	Home Phone	Referred By
100	308-54-1637	Hyland	May	(417) 265-3118	California Student
1-900	446-31-1212	Phelps	Jim	(303) 444-9955	White House
1-900	445-32-1526	Alison	Davey	(303) 444-9955	White House
1-900	000-95-2234	Hall	Cory	(704) 878-2733	White House
1-900	002-38-2534	Fambach	Michaela	(413) 323-7294	Secretary's Office
1-900	002-38-2534	Fambach	Michaela	(413) 323-7294	Congress
1-900	004-75-7612	Woods	Jennifer	(207) 435-4835	Congress
1-900	000-60-1061			(603) 632-5065	Congress
1-900	626-77-7777	Sentipal	William		White House
1-900	447-32-1526	Gustaf	Jeff	(303) 444-9955	White House
1-610	448-32-1526	Eisenbach	Dale	(444) 565-9955	White House

View Description:

The “My Cases” view allows quick searches for specific cases which belong to the user. It displays full details for a particular case while displaying a list of all of a user’s cases. The applet is designed to allow easy entry of new case data. The view is the same as the “All Cases,” view except for a business component level data filter which will only allow cases which have the user’s name populated in the “Ombudsman” field.

OCTS Case List Applet: *top half of view*

The list applet allows the user to scroll through a list of all cases, or to select a subset of cases to view by using the query feature. The query feature allows the user to search for a case on specific information such as the case number or the last name. **For more information on querying, see the User Reference Guide.** To facilitate efficient work on a case, hyperlinks in some fields provide quick navigation to a different screen/view to provide detailed account or contact information or to schedule or perform activities that will lead to closing the case.

For a detailed data mapping please refer to Appendix B-1

OCTS Case Form Applet: *bottom half of view*

The form applet displays all pertinent case information for a given case in a single, scroll-free display. The data displayed is that of the active case in the list applet above (the

selected case with the red arrow in left-most column). A new button quickly creates a new case, and the form applet provides an intuitive, efficient method of case data entry.

For a detailed data mapping please refer to Appendix B-2